



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON
PICATINNY ARSENAL, NEW JERSEY 07806-5000



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**CHILD, YOUTH AND SCHOOL SERVICES (CYSS) STANDING OPERATING PROCEDURE
(SOP) PARENT PARTICIPATION PROGRAM**

REFERENCE: SY FY 2011/2012 Army Child and Youth Fee Policy

SCOPE: This SOP will outline the processes, procedures and accountability for the implementation of the Parent Participation Program. For the purpose of this program a Parent is defined as the sponsor/spouse or legal guardian of a child enrolled in an installation child care or school age care program.

ROLES AND RESPONSIBILITIES:

1. The CYSS Parent and Outreach Services Director will serve as the point of contact to administer and oversee the program and ensure that the program adheres to this operational guidance.
2. Facility/Program Managers will:
 - Ensure all direct care and administrative staff are familiar with the program and how they play a key role in the Parent Participation Program.
 - Approve and monitor activities within their respective programs/facilities by which parents may earn points for participation.
 - Understand and adhere to policies and procedures for giving and tracking family points.
 - Market volunteer opportunities to parents and families.
3. CYSS staff will use the Parent Participation Program on a regular basis to augment and enrich their regular program activities.

GENERAL RULES:

1. Parents may earn a Fee Reduction for volunteering a minimum of 10 hours of non-duty time either in their child's program or on behalf of the entire CYS Services Program.
2. Participation Points may be accumulated from month to month until the Parent earns 10 points to receive a 10% reduction on one month's fee for one child.
3. Parents may not share their Parent Participation points with other families.
4. Parents who participate in the program are considered intermittent volunteers due to the occasional nature of their voluntary services. While they are not considered statutory volunteers, they will sign the gratuitous service agreement attached.
5. Background checks are not required, but volunteers are never to be alone with children.

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6. Coaches for sports programs are not covered by the Parent Participation Program. They receive separate participation fee reductions.
7. Parents who volunteer will not receive free child care for siblings during the time they are participating in classroom or program activities for an enrolled child. Arrangements for siblings must be made following the hourly care policy.
8. CYSS employees may volunteer in the Parent Participation Program during non-work hours performing activities not a part of their normal work related duties.
9. Parents may not redeem Parent Participation points when making online payments. Unused points can be carried forward from year to year at the issuing Garrison, but will not transfer from one Garrison to another.
10. When a parent leaves the program:
 - If they have at least 10 points and less than a month left in care, the 10% fee reduction can be applied to the prorated final fee.
 - If they have fewer than 10 points, no reduction is applied.
 - If they have 10 points and a vacation credit, the discounts would be applied in the typical manner, however parents will not be issued a credit or a refund.

EARNING PARENT PARTICIPATION POINTS:

1. Parents will contact the Program Director or Event POC if they are interested in providing one of the parent participation options. Monthly Parent Participation (PP) opportunities will be submitted to the Outreach Services Director and posted in each of the programs. The number of volunteers needed will be listed and approved on a first come first served basis. Parents must get approval ahead of time to participate from the Program Director or Event POC in order to receive PP credit. Volunteer hours will be earned during non-duty hours.
2. Parents may earn volunteer points in the areas listed below (See Annex A for PP values):
 - Program Evaluation (PE)
 - Parent Education (ED)
 - Community or Special Event (EV)
 - Classroom Activities (CA)
 - Program Wide Projects (PWP)
 - Individual Projects (IP)
3. Parents will fill out the Gratuitous Service Agreement (Annex B) and sign in on the Parent Participation Sign in Sheet (Annex C) in order to receive credit for the volunteer hours. Hours may be accrued in no less than ½ hour increments, but will be recorded in CYMS only by the hour after 2 pre-approved ½ hour sessions.
4. Parent Participation Points may be accumulated from month to month until the Parent earns 10 hours to receive a 10% reduction on one month's fee for one child. If a parent has earned 20 points, the 10% reduction will be applied for one child over a two month period or two separate children during the same month.

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5. Parents may not share their Participation Points with other Families.

RECORDING PROCEDURES:

1. Parent volunteers will sign in and out on the Parent Participation Sign in Sheet.
2. Program Directors will verify by initial the volunteer hours on the sheet.
3. Directors will send all Sign-in Sheets to Parent and Outreach Staff, who will record the volunteer points into CYMS for approved volunteer activities at the end of the month.

Redeeming Parent Participation Points:

1. Program staff will maintain a Parent Participation Redemption sheet for each month. The Parent signs the sheet to acknowledge that they wish to use their accumulated points. Parents will need to inform program staff at least one week in advance of the first of the month they wish to use their points since the discount is applied to that billing.
2. The Admin Assistant validates that the family has enough eligible points for the 10% discount and the month that the patron wants the discount applied.
3. Staff applies the fee reduction to the activity balance by scheduling an auto pay reduction for a future 1st of the month bill or by processing a direct discount using the Parent Participation pay code at the time the parent is making the payment.
4. The staff must also deduct the reward points used. The Facility Managers should also reconcile the Household Rewards Report with the Pay Code Summary Report for points used.